


Calling 9-1-1 on a VoIP Telephone



What is a Voice Over Internet Protocol (VoIP) Telephone?

- ◆ Voice Over Internet Protocol (VoIP) is an emerging technology that allows voice quality calls to be made over internet connections.
- ◆ To access a VoIP service, the customer needs the provided adapter, which is placed in between the computer, high speed internet and a standard household telephone.

How does VoIP differ from traditional home phone service?

- ◆ Unlike the traditional Public Switched Telephone Network (PSTN), VoIP uses advanced technology to convert your voice into data that allows you to place the receive calls over a high-speed broadband internet connection.
 - ◆ VoIP is not confined to your home – VoIP service can be accessed from anywhere there is a high-speed broadband internet connection.
- 
- A stylized, dark teal silhouette of a mountain range is positioned in the bottom right corner of the slide, adding a decorative element to the background.

Can you use VoIP services from someplace other than your home?

- Yes, with an adapter you can use it anywhere in the world where you have a high-speed broadband internet connection.
- You can bring your VoIP adapter anywhere and you won't pay long distance rates when calling home. For example, if a VoIP subscriber travels from their home in Boston to California, they can call home to Boston and receive calls from Boston with no long distance charges even though they are physically in California.

How does calling 9-1-1 from a VoIP phone differ from calling 9-1-1 from a traditional home phone?

- A VoIP emergency service differs in a number of important ways from traditional emergency response services:
 - A PSAP may get an emergency call on a regular ten digit line without location information or call back number.
 - An accurate, up-to-date Service Address is required to route your calls to the closest PSAP, in the event you dial 9-1-1.
 - If you relocate your VoIP Service phone on a temporary basis, such as taking your equipment on vacation, you must use a different telephone to dial 9-1-1 in your new location.
 - VoIP will not work during power outages, network outages, and network congestion.

What should I do if I'm interested in switching to VoIP type service?

- ◆ Confirm with the VoIP Service Provider (VSP) they provide E9-1-1 services in compliance with FCC Order 05-116.
- ◆ Provide your accurate physical address to your VSP to ensure emergency services can be quickly sent to your location.
- ◆ Be familiar with your VSP's procedures for updating your address, and promptly update address information in the event of a change.
- ◆ Have a clear understanding of any limitations of your 9-1-1 service with the VSP.
- ◆ Inform children, babysitters and visitors about your VoIP service and access to 9-1-1.
- ◆ If the power is out or your broadband connection is down, be aware your VoIP service may also be out. Consider installing a backup power supply, maintaining a traditional telephone line and analog phone, or having a cell phone.